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CRATE
ODP # 81-151

OCE-M81-016

29 JAN 1981

MEMORANDUM FOR: Director of Communications

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FROM: [REDACTED]

Chief, Engineering Division, OC

SUBJECT: Maintenance Support for Wang Equipment [REDACTED] 25X1

1. On 27 January 1981 I visited Wang Laboratories, Inc., to discuss Agency maintenance support for Wang equipment. Wang allows only two organizations other than Wang to perform maintenance on Wang equipment. These two organizations are Department of State and U.S. Navy. Mr. William Kuhn, Customer Engineering Department, stated that Wang would also extend this privilege to the Agency. In the event any proprietary program information would be required for us to maintain Wang equipment, such information would be provided upon our agreeing to appropriate disclaimers. [REDACTED]

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2. Wang has given a three-week training course to DOS personnel assigned to overseas locations where Wang equipment is installed. Thus far, State has been able to perform the necessary lower echelon maintenance to keep this equipment running. Wang agreed that they would provide similar courses to Agency personnel either at their Lawrence, Mass., facility or at a location of our choosing. Wang was also agreeable to teaching our instructional personnel and assisting our instructors in establishing our own course. In fact, they expressed a preference for this arrangement over a continuing Wang instructional responsibility. [REDACTED] 25X1

3. The Wang WP-20, WP-25, and WP-30 have just been approved in a TEMPEST version. Wang is in the process of establishing spares levels for this TEMPEST equipment. Wang is willing to assist us in maintenance by selling spares, by establishing repair and return arrangements, or in any other manner that we feel would be suitable for our operation. A modest amount of special tools and test equipment is required to maintain this equipment, and Wang agreed to make this available to us. [REDACTED] 25X1

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4. The conclusion regarding maintenance support to Wang equipment is that the equipment is no more complicated than that which we routinely maintain; and that Wang would be more than amenable to helping us establish a maintenance program in any way that we would choose to proceed. Specific spares levels and repair techniques remain to be established after several of our personnel complete training at the Wang facility. This process will take at least weeks and perhaps months. If DDO is serious about a May installation , we should be so notified soonest so that we can immediately commence the planning.

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5. A number of other topics were covered during the day. In particular, Wang provided description of planned enhancements to their equipment, especially their OIS line. Wang told us about their TEMPEST program and what modifications were required to the equipment. Throughout the day I perceived considerable eagerness on Wang's behalf to provide us with as much information, assistance, and support as they could. They appear to be a very capable group of people with a product that is well designed, well built, and functional. One lapse occurred during a discussion of telecommunications capabilities when the Wang personnel and the CIA personnel present at this gathering were talking in different terms; a common understanding never developed. The Wang equipment is not all things to all people: It is word processing and office information equipment. Its utility in its present configuration for our telecommunications needs does not appear practical. Possibly, modifications could be made to the equipment, but before that can be determined, we need to provide Wang with a better explanation of what we are seeking and Wang needs to develop a better understanding of our type of communications activity. This will be pursued; however, Wang's growth in its own marketing area would indicate that a diversion of this sort would probably not be a logical marketing approach for them.

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